



MASSACHUSETTS

Workforce Investment Act

WIA Communication No. 03-14

Revised ☒ Policy

To: Career Center Directors
DET Regional Directors
DET Area Directors
Area Directors or Designee
Chief Elected Officials
Workforce Investment Board Directors
Workforce Investment Board Chairs

cc: WIA State Partners

From: Jane Edmonds, Director
Department of Labor and Workforce Development

Date: June 24, 2003

Subject: Provision of Core Services through the Massachusetts One-Stop Delivery System for individuals and employers

Purpose To provide policy guidance to support a uniform interpretation of core services required by the Workforce Investment Act

Background: The Workforce Investment Act principle of “universal access” mandates that every interested individual or business must have access to core services through the One-Stop career center system. Core services fall into two categories. First, they are the primarily self-directed basic labor exchange services that provide information about employment opportunities and the labor market. Second, they are the more staff-assisted gateway services that identify career center customers who require more than basic labor exchange information, and enable them to move further into the system to receive intensive and training services.

This policy defines Workforce Investment Act mandated core services to be delivered through the Massachusetts One-Stop career center system and identifies the required core services to be provided by each career center partner.

POLICY:

PART A: The Commonwealth has determined the following related to core services provided by career center partners:

- Each comprehensive career center must have a specific area where services are physically and easily accessible to individuals and employers for self-directed use. These services should be arranged and presented in a manner so as to make them useful to the widest possible audience.
- Career center resources intended for self-directed usage must be accompanied by sufficient staff guidance and appropriate materials to enable individuals with little or no experience using these kinds of resources to make effective use of them. This type of assistance should consist primarily of comprehensive orientation to the labor exchange system, timely responses to questions about the resources, and provision of models and tools for creating and implementing individual job search, assessment, and career planning strategies.
- Career center core services must be provided in a way that reliably identifies individuals in need of more personalized assistance (i.e., intensive services) to make best use of the career center and WIA resources. Front-line career center staff must be trained and available to identify and support individuals who need and are eligible for intensive and training services at the earliest possible instance and to help ineligible individuals to determine the appropriate course of paid services if desired. Trained staff must be able and available to identify and respond to clients presenting one or more labor market barriers, and make appropriate determinations as to eligibility and need for additional services.
- Career center core services for employers must be provided in a way that allows employers to make the best use of career center resources. Career center staff must be available to provide screening and referral of competitive applicants in a timely manner, active outreach and solicitation of job openings, easily accessible free information such as orientation to career center services, on-line listing on Job Bank, on-line access to Talent Bank, basic labor market information, and listings of education and training programs and resources. Referral services for employers to sources of funding for worker training, community service organizations, and if available, tax credit programs must be provided by career centers as core services.

PART B: Definition of Core Services (Revised 05/03)

The following are the minimum services that must be available to individuals and employers at no charge from a career center. These definitions apply to core services as required in the Workforce Investment Act.

Intake-Completion of a One Stop Career Center membership.

Eligibility Determination-Determination as to whether an individual or employer meets the criteria to receive services through specific programs provided through the One Stop Career Center.

Outreach/Marketing

Ensure community awareness of available career center services for individuals and employers.

For employers, information about current Federal and State Training Funds and workforce training opportunities.

Orientation

An introduction to the information and other services available through the One Stop Career Center.

Initial Assessment for Individuals

A first time, basic analysis of the strengths and weaknesses of an individual's educational level, work history, vocational skills, and/or identification of employment barriers and the development of a plan (not necessarily written) to utilize identified strengths and to reduce identified weaknesses.

Job Search and Job Placement Assistance

Services include individual career guidance , computer assisted resume preparation, group resume development, listings of jobs currently available within the region and statewide, resume listing in planned statewide electronic automated job matching, access to other on-line services and information via the internet, job clubs, and job search and skill-building group workshops.

For employers includes listing job openings, planning job and recruitment fairs, pre-screening of job applicants, information on tax credits, placement services.

Employment Statistics and Labor Market Information

Services include availability of a variety of resources including books, periodicals, and on-line information that provide the opportunity for customers to research, at minimum, accurate and up-to-date local, regional and national industry and employment trends, job vacancy listings, areas of occupational growth, job skill requirements and wage rates and economic and labor market data..

Program Performance and Cost Information

Services include the provision of required performance and cost information on eligible providers of training services, youth activities, adult education, post secondary vocational education and vocational education activities under the Perkins Act and vocational rehabilitation program activities.

Local Area Program Performance Information

Services include the provision of information regarding how the local area is performing on the local performance measures and any additional information with respect to the performance of the one-stop delivery system in the local area.

Supportive Service Information

Services include provision of information about and referral to supportive service resources that offer day care, transportation and other social or health-related services.

Information re: Unemployment Insurance

Services include availability of staff on-site at the comprehensive career center to facilitate unemployment insurance enrollment.

Assistance in Establishing Eligibility for Financial Aid for Training and Education

Services include provision of information about financial aid for training and education and facilitation of eligibility determination.

Follow-up Services

Services include workplace counseling designed to support employment retention for individuals placed in unsubsidized employment. These services are for participants in workforce investment activities authorized by Title I of the Workforce Investment Act. Follow-up services for such participants must be available for not less than 12 months after the first day of employment.

PART C: Minimum Core Services that Must be Made Available through the Comprehensive One-Stop Center by Required Partners

The minimum core services that must be made available by each mandated One-Stop partner at the comprehensive One-Stop center in the local area are those core services that are applicable to the partner's program. Applicable is defined as those core services that are to be provided to the program's target population and that are authorized and funded through federal legislation governing the partner's program.

Partner program core services may be made accessible at the comprehensive One-Stop center by means of the following:

- Provision of appropriate technology at the comprehensive One-Stop center
- Co-locating personnel at the center
- Cross-training of staff
- Through a cost reimbursement or other agreement between service providers at the comprehensive One-Stop center and the partner

Specific methods for providing and financially supporting the provision of required core services at the comprehensive One-Stop center must be determined and agreed upon in each local area. Such methodologies and agreements must be described in the memorandum of understanding (MOU) which must be developed and executed in each local workforce investment area.

Partners may provide services beyond those stated in the Act. Eligibility for services that are beyond those stated in the Act will be determined by each partner subject to their regulations.

Action Required: This document revises and replaces WIA Communication Policy #00-03 issued February 14, 2000.

Effective: Upon issuance.

References: WIA Section 134(d)
Interim Final Rule Sections: 662.100, 662.200, 662.230, 662.240, 662.250
663.160, 663.240, 663.245, 663.245. 663.310

Inquiries: Any questions related to this correspondence should be directed to Alice Sweeney at (617) 626-6449.

Filing: Please file this in your notebook of previously issued WIA Communication Series Issuances as #03-14.